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EMPLOYMENT ONTARIO

Ontario's employment & training network

Hardware, Lumber, and Building Materials Retailer Apprenticeship Program

A **hardware, lumber, and building materials retailer** provides customer service in an independent, franchised, or corporate store of any size that specializes in hardware, lumber, and building materials.

Hardware, lumber, and building materials retailer is a **non-restricted certified trade** regulated by the Apprenticeship and Certification Act. On successfully completing the apprenticeship program, a person working in this trade is entitled to a Certificate of Apprenticeship.

Entrance requirements
Grade 12 or equivalent

Program duration
About two and a half years or as determined by industry guidelines

Work description
A hardware, lumber, and building materials retailer is a person who:

- communicates in ways that are applicable to the hardware, lumber, and building materials sector
- interprets manufacturers' recommendations and specifications
- uses loss prevention techniques
- receives and stores products
- maintains and replenishes inventory
- puts merchandise on shelves and sets up product displays
- uses marketing techniques to promote products and sales events
- sells products and services
- processes payments
- processes product returns
- provides customer support services
- prepares products for pick-up by or delivery to customers

ON-THE-JOB TRAINING

At the time of registration, an apprentice receives an **Apprenticeship Training Standard**, which outlines the skills training objectives to be met or competencies to be acquired on the job. These competencies equip an apprentice to work in the trade as a certified skilled worker or "journeyperson". The employer or sponsor or trainer of an apprentice signs the relevant section of the training standard to indicate the progress of the apprentice in meeting individual training objectives. This signature demonstrates that an apprentice has learned the skills established by industry that are essential for being a skilled worker.

IN-SCHOOL TRAINING

Hardware, lumber, and building materials retailer apprentices require 288 hours of theoretical training. Depending on availability at the chosen delivery agency, this training may be completed in one of the following ways:

- block release (full-time, generally 30 hours per week for each level)
- day release (1 day per week, from September to June for each level)
- part-time (generally night-school programs)
- distance learning

At the time of registration, the training consultant discusses the schooling options with the apprentice to determine the most suitable arrangements for the apprentice and the sponsor/employer.

In-school training for hardware, lumber, and building materials retailer apprentices includes instruction in:

- applied safety procedures
- applied workplace practices
- loss prevention
- applied communications
- selling and after-sales customer support
- merchandising
- inventory management
- product marketing
- materials management
- product knowledge of hand and power tools and shop equipment, hardware and fastener products, electrical and plumbing products, paint products, seasonal products, lumber and panel products, and building materials
- applied trade calculations

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Ontario

APPRENTICESHIP FACT SHEET

Apprenticeship – What is it and how does it work?

Apprenticeship is a hands-on training program for people who want to work in skilled trades or occupations. About 90% of apprenticeship involves on-the-job training by sponsors of training or employers. The remainder involves related theoretical training, usually obtained at a college of applied arts and technology or another approved training delivery agency.

Training agreements between apprentices and their training sponsor or employer are prepared by training consultants at the Ministry of Training, Colleges and Universities. In accordance with legislation, each training agreement is an individualized contract or training plan between a person who wants to learn a skilled trade and a training sponsor or an employer.

Apprentices and training sponsors or employers benefit from apprenticeship training. Apprentices learn to become qualified tradespeople or "journeypersons", while training sponsors or employers gain highly skilled employees with up-to-date knowledge and work techniques. Jobs in skilled trades provide challenging work and good careers.

How long does an apprenticeship last?

Most apprenticeships take two to five years to complete, depending on the trade. At the time of registration, prior education and related work experience are considered, where appropriate, to potentially reduce the length of the program. Flexible in-school training options are generally available to meet the specific needs of apprentices and their training sponsor or employer.

How does a person register for an apprenticeship?

When a person who wants to be an apprentice has found a training sponsor or employer willing to engage in apprenticeship training, either the person or the training sponsor or employer should contact the local apprenticeship office. A training consultant will arrange a meeting at the workplace to assess the ability of the training sponsor or employer to train and assess the person, prepare the training agreement or contract, and initiate the training.

Can a student start an apprenticeship while attending high school?

Yes. The Ontario Youth Apprenticeship Program offers students who have completed Grade 10 an opportunity to become registered apprentices while finishing high school. Eligible students should contact their guidance counsellor, technical director, or local apprenticeship office for more information.

What is "Interprovincial" designation?

The Interprovincial Standards Program or Red Seal Program was established to provide greater labour mobility for skilled workers who wish to move from one part of Canada to another. It encourages the standardization of provincial/territorial training and certification programs. A Red Seal certificate is recognized by provinces participating in the program. Many Ontario trades are part of the Red Seal Program. In these trades, people who are eligible to challenge the trade examinations may, if successful, receive a Certificate of Qualification with a distinctive red seal that allows them to work in other provinces and territories.

APPRENTICESHIP OFFICES

Central District

Toronto	(416) 326-5800
Pickering	(905) 837-7721
Mississauga	(905) 279-7333
Barrie	(705) 737-1431

Western District

Hamilton	(905) 521-7764
Brantford	(519) 756-5197
St. Catharines	(905) 704-2991
Owen Sound	(519) 376-5790
London	(519) 675-7788
Sarnia	(519) 542-7705
Waterloo	(519) 571-6009
Windsor	(519) 973-1441
Chatham	(519) 354-2766

Eastern District

Ottawa	(613) 731-7100
Brockville	(613) 342-5481
Cornwall	(613) 938-9702
Kingston	(613) 545-4338
Pembroke	(613) 735-3911
Peterborough	(705) 745-1918
Belleville	(613) 968-5558

Northern District

Sault Ste. Marie	(705) 945-6815
North Bay	(705) 495-8515
Sudbury	(705) 564-3030
Timmins	(705) 235-1950
Thunder Bay	(807) 345-8888
Kenora	(807) 468-2879

Employment Ontario Website Address:
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